



Las Vegas Valley Water District  
Southern Nevada Water Authority  
Springs Preserve™

**For Immediate Release**  
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## **Las Vegas Valley Water District Temporarily Closes Customer Lobby Until Further Notice**

LAS VEGAS (March 17) – Effective **Wednesday, March 18**, the Las Vegas Valley Water District (LVVWD) will close its customer service lobby (1001 S. Valley View Blvd.) until further notice due to the emerging Coronavirus outbreak.

A self-service payment kiosk located outside the lobby remains available for customer use.

The LVVWD offers numerous services online and via telephone to assist customers and provide access to LVVWD customer accounts.

Customers may visit **lvvwd.com** anytime or call **702-870-4194** (or 800-252-2011) between the hours of 8 a.m. and 5 p.m., Monday through Friday. Please be prepared for longer than normal wait times.

The LVVWD has temporarily suspended all customer shutoffs for delinquent and/or non-payment. The LVVWD will continue to work with individual customers and those facing financial hardships to establish payment arrangements and provide other customer services.

The LVVWD and Southern Nevada Water Authority (SNWA) have implemented their readiness and response plans to help ensure continued water availability to our community. Southern Nevada's state-of-the-art water distribution system can provide water under a number of emergency situations, including COVID19.

Southern Nevada's water treatment and delivery system consists of two advanced water treatment facilities capable of treating and delivering up to 900 million gallons of drinking water per day. Even under extreme circumstances, provisions are in place to make water available from groundwater wells and/or through other operational strategies.

COVID19 is primarily transmitted person-to-person – there is no indication that transmission can occur via drinking water supplies.

For more information about the community's water supply, visit **snwa.com**.